Job Description

<table>
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<th>Job title</th>
<th>IT Trainer</th>
<th>Grade</th>
<th>B</th>
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<tbody>
<tr>
<td>Department</td>
<td>People &amp; Organisational Development</td>
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<td>Team (if applicable)</td>
<td>IT</td>
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<td>Responsible to</td>
<td>Head of IT</td>
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<td>Revision Date</td>
<td>January 2020</td>
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**Purpose of the job**

The IT Trainer is part of a support team offering support and troubleshooting to customers seeking technical assistance over the phone, email or portal. This role is an integral part of the support structure at the IOP.

The IT trainer will be creating a syllabus of training material as well as conducting training in classroom, individual coaching and webinars.

You will be designing engaging courses and support material to explain technical procedures and best practice, which will include performing role-specific training on tools and programs specific to a department.

Your training will span the duration of an employees working life at the IOP, you will be there for onboarding, and during implementation of new tools or services. You will be performing IT skills gap assessments and deciding upon the best way to improve a department, group or individual’s use of technology. An important element of this role is evaluating the effectiveness of your sessions and providing a quarterly report.

This role is an integral part of the IOP Digital Transformation, so you will have an opportunity to research and recommend learning systems. The IOP has many Field based employees, there will be a requirement to provide training opportunities as part of regional meetings in the UK and Ireland, which can be done as a webinar but will on occasion require an in-person delivery, so an ability and willingness to travel in the UK is required.
## Context of the job

The IT department has identified the IT Trainer role as critical to the delivery of the Institutes’ goals of; Open sharing, Data sharing, Internal communications and enablement.

The IOP IT team is a small collaborative team that shares the responsibility for delivering a customer centric service, this role is part of the IT support team, and is expected to engage with the IOP as part of the support team alongside their responsibility for delivery of IT training.

This role will ensure that employees at the IOP across the UK and Ireland have the skills and the knowledge to be able to effectively utilise the technology provided to enable collaboration across teams and the sharing of plans, team information and other data securely and quickly.

Training is a key element to the effective use of technology. Training closes the gap between investment in technology and the ability of the IOP to deliver its strategy.

- Employees will receive on-boarding to introduce them to the IT systems and the best practices in using them effectively. Everyone will be using the same set of tools to work effectively together.
- Employees will have access to a suite of training to encourage ongoing development by allowing employees to choose training and engagement methods that work for them (online, face to face, webinar, manuals)
- Trainer to be a part of the support team that develops a self service knowledgebase, so that employees are enabled to help themselves.
- Employees will receive training in new systems and processes, such as O365 to maximise the benefits from new and updated software.

Departments will have access to the IT Trainer as a resource to assist them with enabling change, such as Salesforce.

### Key decision-making in the job

This is a new role that requires:

- Development of curriculum
- Engagement with the IOP to encourage attendance with a positive learning experience
- Ability to identify the need and options for an online learning platform

### Accountability of the job

This role is responsible for:

- Delivery of a training curriculum
- Delivery of training
- Evaluation of learners
- Monthly reporting: Offered/attended/learning success/engagement
The Institute of Physics is an open and inclusive organisation that welcomes and celebrates diversity.

Main responsibilities of the role

- Develop expertise in technologies in use at the IOP
- Creation of a new customer knowledgebase portal
- Creation of a curriculum material
- Support and coaching of learners
- Evaluation of training effectiveness
- Maintain records
**Person Specification**

**We are looking for someone who...**

- Has a **drive for results**, who can be counted on to meet or exceed goals successfully
- Can **manage and measure work effectively**, taking responsibility for tasks and decisions
- Is **customer focussed** and dedicated to meeting the expectations and requirements of internal and external customers / partners
- Has **great functional/technical knowledge and skills** to do the job at a high level of accomplishment
- Is **committed to their personal learning**, picking up on the need to change personal, interpersonal, and where applicable managerial behaviour quickly

**Experience this person should have is...**

- Proven work experience as a member of a customer focused service team, an IT Trainer, Technical Trainer or similar role for at least one year.
- Demonstrable experience designing technical course material
- Familiarity with web-based learning platforms and modern educational techniques
- Good understanding of corporate computer security principles
- Excellent communication skills with the ability to explain technical terms plainly
- Demonstrable experience in Salesforce would be desirable
- Able to provide evidence of O365 training material development and delivery
- Exposure to Jira or ServiceNow would be advantageous.

**Skills this person requires are...**

- Excellent oral and written communication
- Administrative skills
- Management and leadership skills
- Organisation and efficiency
- Analytical and technical skills
- The ability to motivate others
- A patient and friendly approach to learners
- Proactive – Ability to plan and act to ensure the smooth completion of team/individual aims and objectives
- Dependable – able to complete tasks to high standard and to deadline
- Organisational skills – ability to work with minimum supervision, prioritise workload, and handle multiple tasks
- Interpersonal skills – ability to positively communicate with others; the confidence to listen and understand

**Qualifications required are...**

- Background in customer services
- Experience in delivery of IT support services
- Demonstrable experience as a trainer
- Demonstrable experience delivering o365.
- TAP